

April 6, 2021

The Honorable Michael Kubayanda, Chairman
Postal Regulatory Commission
901 New York Avenue, NW, Suite 200
Washington, DC 20268

Re: U.S. Postal Service Waiver Request, Docket RM2021-5

Dear Chairman Kubayanda:

I am James Scott and I own Online Data, a small company in the mailing business for over 30 years. We provide First Class mail presort and bulk mailing services to local governments, small businesses, colleges and universities in northern Indiana. We employ senior citizens looking for part time jobs to supplement retirement income. We currently employ over 30 of these productive citizens and they do a great job. We have never closed or missed a day of work due to virus issues since the outbreak was announced last year.

We are struggling to stay in business due to less letters to sort and the ridiculous metrics adopted by USPS that they cannot even meet. So I am absolutely opposed to any waiver of workshare discount as it is our main source of income. Any changes that would reduce the workshare discount would put us out of business and cause our customers to lose our valuable services and pay more in postage. I would ask you to deny the request.

For many, we are and have been the face of the post office. We pick up the mail every day, barcode it so it can be automated, sort by zip codes and deliver to the post office in barcoded marked trays. We send an electronic file of everything we drop off so there not much the post office has to do except load a truck. The cost we bear to do this is trucks to pick up mail, sorting and printing equipment, sorting software and labor to make it happen. One of our benefits is local 5 digit mail is delivered next day exceeding mail delivery standards because of the work we do.

Additionally we act as "Post Office Police" advising customers what they can and cannot put into the mail system or deliver some bad news. Whatever the case may be it's us and not the USPS that delivers the message. Also did you ever try to call the post office with a question? Since there has been a high turnover of USPS employees there has been a lot of corporate knowledge that has left the post office so we are filling the void. We provide mailing assistance to all of our customers and get mailing questions daily. We train customers that want to learn.

Approving the USPS' waiver request would negatively impact our ability to continue bringing value to mail and mail users.

Thank you for your consideration of these comments.

Sincerely,

